

Public Notification Program Template

1) _____ is responsible for approving/issuing the notification to the public concerning a sewer system overflow/spill or related work.

2) Notification time frames: The notice should go out to the public within 24 hours of your response to the spill/overflow.

3) The method of notification will be determined based on the type of overflow event and the potential for public exposure:

- a) Press Release: (when to use)
- b) Signs: (when to use)
- c) Door Hangers: (when to use)
- d) Other: (what and when used)

4) The following methods will be used to estimate the volume of sewage lost:

- a) Historic pump run times
- b) Historic flow data
- c) Assessment of pooled spill

(The utility should have guidance available for their staff to use when making volume estimations. It would be appropriate to provide some training on making estimates or have the same people doing the assessments to ensure some level of consistency.)

5) Example language for each method of notification.

(Each method of notification should contain the same basic information to include, but not be limited to: the location of the spill by street address or other appropriate methods; best estimate of start time and end time of the spill; cause of spill if known; description of source, e.g. pump station, manhole, etc; ultimate destination of spill, e.g. storm drain to Broad Creek; corrective actions and clean-up methods used; name and number of the utility's contact person for further information.)

6) The public will be referred to _____ for further information about the spill and clean-up operations.

7) The following agencies should be notified under the following circumstances:

(List which agency to copy on the notification for each situation. Your program should include the requirements for reporting an overflow to SCDHEC.)

8) How will you document the notifications and public inquiries?